
Glossary

ACD

Automatic call distribution. Meridian IVR uses this feature to distribute calls to Meridian Mail voice channels.

application processor

A computer or workstation running Meridian IVR.

channel

A telephone trunk within a cluster of APs.

devnt tool

A tool that displays the contents of the `csc_events` file in the `/usr/sys_files` directory. This file contains a list of the application's times, telephone numbers, and event IDs that are scheduled to be run. This file is created by the DELV cell.

host

A networked computer that provides applications and services to other networked computers.

mailbox

A directory that users can access through a voice channel to store and retrieve voice messages and voice prompts. Each mailbox has its own password.

Meridian ACCESS

The software interface between the application module running Meridian IVR and Meridian Mail.

Meridian IVR software

A set of integrated programs that allow you to develop and execute IVR applications.

Meridian Mail

A comprehensive voice processing module that manages incoming and outgoing calls and provides user services for performing various voice messaging functions.

node

A grouping composed of an application processor connected to one or more APs.

prompt

A voice recording that helps lead a caller through an application.

sai

System administration interface. It is a non-essential Meridian IVR process.

system administrator

A person who is responsible for configuring AP's, installing and running IVR applications, managing prompts, and running reports.

templates

ASCII files used by the TRS process to manage terminal sessions.

transaction

The function performed by a set of action and screen template files when executed by TRS.

trs

Terminal resource server. It is a Meridian IVR process that manages the assignment of the available terminal resources on the application processor.

voice channels

See channel.

voice message file

Meridian Mail voice mail messages are voice message files that are addressed and submitted to Meridian Mail for delivery.

voice segment file

A single file containing zero or more (up to 1000) voice segments. A voice segment (typically less than a minute in length) consists of a recorded voice, a name, a title, and a text field usually used to store the script of the voice. By using the Voice Prompt Editor, you can create and modify voice segment files, record individual segments, and edit associated text fields. Different segments can be concatenated to form prompts. (Segments can be played using the PLAY, GDAT, PDAT, MENU, or HANG cell.)

VPE

Voice Prompt Editor. It is a non-essential Meridian IVR process that is used to edit and play prompts stored on Meridian Mail.

Meridian IVR

System Administration Guide

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